

Performance Measurement Elements for Adult Service Recipients

Measure	Formula
Entered Employment	<p>Of those adults who are not employed at registration: The number of adults who have entered employment by the end of the first quarter after exit</p> <p style="text-align: center;"><u>Divided by</u></p> <p>The number of adults who exit during the quarter</p>
Retention Rate	<p>Of those adults who are employed in the first quarter after exit: The number of adults who are employed in the third quarter after exit</p> <p style="text-align: center;">Divided by</p> <p>The number of adults who exit during the quarter</p>
Earnings Change	<p>Of those adults who are employed in the first quarter after exit: [Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p style="text-align: center;">Minus</p> <p>[Pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration)]</p> <p style="text-align: center;">Quantity divided by</p> <p>Number of adults who exit during the quarter</p>
Employment and Credentials Rate	<p>Of the adults who receive training services: The number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit</p> <p style="text-align: center;">Divided by</p> <p>The number of adults who exited during the quarter</p>

Performance Measurement Elements for Dislocated Worker Service Recipients	
Measure	Formula
Entered Employment	<p>The number of dislocated workers who have entered employment by the first quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Retention Rate	<p>Of those who are employed in the first quarter after exit:</p> <p>The number of dislocated workers who are employed in the third quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Earnings Replacement	<p>Of those who are employed in the first quarter after exit:</p> <p>[Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p>Divided by</p> <p>[Pre-dislocation earnings (earnings in quarter 2 + quarter 3 prior to dislocation)]</p>
Employment and Credentials Rate	<p>Of the dislocated workers who receive training services:</p> <p>The number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exited during the quarter</p>

Performance Measurement Elements for Older Youth (Age 19 to 21 years-old) Service Recipients	
Measure	Formula
Entered Employment	<p>Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training the first quarter after exit:</p> <p>The number of older youth who have entered employment by the first quarter after exit</p> <p>Divided by</p> <p><u>The number of older youth who exit during the quarter</u></p>
Retention Rate	<p>Of those who are employed in the first quarter after exit and are not included in post-secondary education or advanced training in the third quarter after exit:</p> <p>The number of older youth who are employed in the third quarter after exit</p> <p>Divided by</p> <p>The number of older youth who exit during the quarter</p>
Earnings Change	<p>Of those who are employed in the first quarter after exit and are not included in post-secondary education or advanced training in the third quarter after exit:</p> <p>[Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p>Minus</p> <p>[Pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration)]</p> <p>Quantity divided by</p> <p>Number of older youth who exit during the quarter</p>
Credential Rate	<p>The number of older youth who were in employment/post-secondary education/advanced training by the end of the first quarter after exit and received a credential by the end of the third quarter after exit</p>

	Divided by The number of older youth who exited during the quarter
--	---

Performance Measurement Elements for Younger Youth (Age 14 to 18 years-old) Service Recipients	
Measure	Formula
Skills Attainment	<p>Of all in-school youth and any out-of-school youth who are assessed to be in need of basic skills, work readiness skills and/or occupational skills:</p> <p>Total number of basic skills goals attained + number of work readiness skills goals attained + number of occupational skills goals attained</p> <p>Divided by</p> <p>Number of basic skills goals + number of work readiness skills goals + number of occupational goals set</p>
High School or General Equivalency Diploma Attainment	<p>Of those who register without a diploma or its equivalent:</p> <p>The number of younger youth who attain a secondary school diploma or its equivalent by the end of the first quarter after exit</p> <p>Divided by</p> <p>The number of younger youth who exit during the quarter (except those still in secondary school at exit)</p>
Retention Rate	<p>The number of participants found in one of the following in the third quarter after exit:</p> <ul style="list-style-type: none"> • Post-secondary education • Advanced training • Employment • Military service • Qualified apprenticeships <p>Divided by</p> <p>The number of younger youth who exit during the quarter (except those still in secondary school at exit)</p>

A Word About Customer Satisfaction

The mandates of the Workforce Investment Act of 1998 guide the implementation of the one-stop system in each state. One common requirement is that all states conduct telephone surveys to determine the level of customer satisfaction with services provided through their systems. Two separate surveys are conducted; one gathers information from participants and the other from employers. A random sample is drawn for both. Those samples must be large enough to ensure that there will be at least 500 completed surveys obtained each year from participants and 500 each year from employers.

The surveys are built around a small set of questions that form the customer satisfaction index. These three specific questions were designed to be used nationwide and address different dimensions of the customer's experience. The resulting index is called the American Customer Satisfaction Index (ACSI) which is created by combining scores from the three index questions. The responses to these questions rate overall satisfaction on a point scale of 0 to 100. However, the results are reported not as a percentage, but as a score which is a weighted average. Along with these mandatory questions, each state can add others that will provide information on the extent to which customers of the one-stop system are benefiting from its services.

Customer Satisfaction Measurement Elements for all WIA Service Recipients	
Measure	Formula
Participant (Service Recipient) Satisfaction	The individuals contacted for this survey are people who have participated in WIA Title I programs and left (exited) during the three-month period (quarter) being reviewed. Participants are contacted on a rolling basis within 60 days of the exit date or the date that an exit has been determined.
Employer Satisfaction	The individuals contacted for this survey are all employers who have received a substantial service from the one-stop system. Such services involve personal contact with one-stop staff, e.g. customized job training, customized labor market information, staff facilitated job order assistance, etc. These employers are contacted on a rolling basis within 60 days of the completion of the service or 30 to 60 days after a job order has been listed where no referrals have been made.

source: www.ctdol.state.ct.us/wia/wia-pmtables.html